

Professional and Managerial Branch  
Social Services Group  
Human Services Program Series

**SENIOR CITIZEN PROGRAM COORDINATOR**  
Unclassified Service  
04/00 (CDH)

### *Summary*

Under direction, organize and manage assigned senior volunteer community service programs.

### *Typical Duties*

Develop, plan and obtain funding and utilize stipend and non-stipend volunteer resources such as foster grandparents and retired seniors for various community social service programs for user agencies (e.g. schools, nonprofit health and service organizations, juvenile authorities, museums, local government units); Involves: meeting with community leaders and user agencies, assessing projected needs, making presentations about volunteer resources, determining ability of volunteer program to support needs; researching and identifying funding sources, consulting with Federal, State and Local governmental and non-profit organizations, coordinating grant requests with ongoing program efforts; dovetailing grant requests into various fiscal years and requested service objectives; writing grant proposals, estimating cost and resource requirements; screening volunteers for skills and program eligibility, overseeing selection and assignment of volunteers; assuring that program evaluation mechanisms are available, developing measurement tools as necessary; scheduling and conducting fund raising events.

Implement, coordinate and evaluate authorized volunteer programs to support user agencies. Involves: overseeing and administering procedures and resources allocated to each project supported, devising and conducting general and program specific training including procedural guidelines for volunteers; collaborating with service site managers and advising user agency supervisor on establishing and enforcing agreed upon implementation processes, performance standards, evaluation measures, achievement objectives, disciplinary action and dispute resolution; assuring the funding source guidelines are met; directing data collection and reporting of program results and visiting service delivery sites if necessary to monitor progress relative to user agency's evaluation criteria; reviewing individual volunteer performance appraisals and taking or specifying corrective action; investigating facts of complaint or appeal situations and representing section interests to reach settlements.

Administer fiscal activities or programs. Involves establishing cost controls, parameters and evaluation procedures, monitoring costs, approving expenditures, instructing on cost containment measures; reallocating funds within guidelines or initiating other authorized measures to remain within budgetary limits; analyzing, evaluating and applying reported financial data to account for funds and justify variances from targets; preparing required progress and final narrative and statistical reports to funding sources.

Supervise assigned professional non-supervisory program specialist and clerical employees. Involves: assigning duties, issuing written and oral instructions and checking work for exactness, neatness and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; evaluating performance; coaching and arranging for or conducting training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices; maintaining supervisor-subordinate harmony and resolving grievances; recommending personnel status, organization structure and job design changes; interviewing applicants.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting within authorized limits for supervisor, coworkers or subordinates as qualified by carrying out specific functions to maintain continuity of ordinary services, if delegated. Providing designated support to projects of activities overseen by higher graded personnel as instructed; explaining and demonstrating work to assist supervisor in orienting and training purposes under general supervision; logging activities, and preparing recurring or special activity or status reports.

### *Minimum Qualifications*

Training and Experience: Graduation from an accredited college or university with a Bachelor's degree in Sociology, Psychology or a related discipline; plus three (3) years increasingly responsible experience in social service program operations equal to Program Specialist II; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of: government sponsored social service policies and

procedures, and related program personnel and operating management. Good knowledge of: government funding sources and non-profit organizations; computer applications purposes and functions. Some knowledge of: accounting methods and budget preparation and controls; supervisory techniques.

Ability to: evaluate community needs for volunteer work to support various programs for targeted populations; develop internal and external service delivery; coordinate section programs with other City units providing related services; write grant proposal having various sources with overlapping fiscal years and service objectives; control expenditures and allocate funds; express oneself clearly and concisely with empathy, both orally and in writing in dealings with the elderly and other targeted populations; direct selection, training and supervision of volunteer personnel; firmly and impartially exercise supervisory authority and enforce work rules; establish and maintain effective working relationships with fellow employees, agency officials, civic leaders and the general public; prepare and maintain records and reports.

Skill in safe operation and care of: personal computer or network workstation, and generic business productivity and specialized social services and financial software comparable to that installed; common office equipment and computer programs.

Special Requirements: Subject to call back; work flexible or extended hours, weekends & holidays.

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Director of Personnel

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Department Head